State of Rhode Island
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August 20, 2013

ADDENDUM # 1

RFP: 7490366

Title: Application Service Provider for the Rhode Island NEDSS Base System
     Services

Bid Closing Date & Time: <u>Tuesday, September 17, 2013 @ 10:00 AM (ET)</u>
                    NOTE CHANGE

Vendor Questions Due Date: <u>Tuesday, August 27, 2013 at 10:00 AM (ET)</u>
                    NOTE CHANGE

<u>**Notice to Vendors**</u>: <u>**Attention All Bidders**</u>

1. <u>**Extension of Closing Date:**</u>
    The original RFP # 7490366 - Application Service Provider for the Rhode Island NEDSS Base System Services closing date has been changed <u>from Tuesday, September 10, 2013 at 10:00 AM to Tuesday, September 17, 2013 @ 10:00 AM (ET)</u>.

2. <u>**Extension of Vendor Question Due Date:**</u> **The original RFP # 7490366 - Application Service Provider for the Rhode Island NEDSS Base System Services Vendor Question due date has been changed <u>from Tuesday, August 20, 2013 at 10:00 AM (ET) to Tuesday, August 27, 2013 at 10:00 AM (ET)</u>.**

3. **Clarification of RFP7490366 Application Service Provider for the Rhode Island NEDSS Base System Services <u>includes the following five (5) changes. Please see below.</u>**

    Please continue to monitor the purchasing website for all posted addenda.

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David J. Francis
Interdepartmental Project Manager

Interested parties should monitor this website, on a regular basis, for any additional information that may be posted.

RFP# 7490366 CLARIFICATION:

The following five (5) changes have been made to RFP # 7490366, Application Service Provider for the Rhode Island NEDSS Base System Services:

Section 2: Background:
Change 1: The last sentence of the second paragraph (page 4) is removed from the requirements of the RFP. See below:
> ~~In order to take advantage of the existing NBS interface engine it is desirable to co-host STD*MIS and the NBS until STD*MIS is migrated to NBS and STD*MIS retired.~~

Section 3: Scope of Work:

Change 2 FROM : Subsection: "~~Run and Maintain – STD*MIS 5.x" (page 8)~~

> **TO** : Subsection: "Migration support for STD*MIS 5.1 and migration into the RI-NBS Environment" **(page 8)**

Change 3 FROM : ~~**Run and Maintain – STD*MIS 5.x (Page 8-9)**~~

> 1. ~~Maintain all hardware and software operations within a TIA-942 Tier 1 data center.~~
> 2. ~~Host a production (only) for the STD*MIS 5.1 and any supporting applications. See system configuration below.~~
> 3. ~~Ongoing deployment of upgrades and patches to any supporting applications as needed.~~
> 4. ~~Deploy STD*MIS version upgrades as directed by RI-NEDSS team.~~
> 5. ~~Ongoing support services for network management, database management, security management and user provisioning including pro-active monitoring of system where appropriate.~~
> 6. ~~Provide multi-factor user authentication mechanism for a maximum of utilizing RSA SecurID® and a maximum of fifty (50) RSA tokens or another mutually agreed upon solution.~~
> 7. ~~Ongoing support for any electronic interfaces or integration.~~
> 8. ~~Ongoing support services for addressing STD*MIS application questions and end-user support during normal business hours Monday – Friday 8:00 AM to 4:30 PM (Eastern). Support will include telephone and email support.~~
> 9. ~~Ongoing 24/7/365 support services for addressing data center, hardware issues, and system availability.~~
> 10. ~~Ongoing system and application performance monitoring, reporting and resolution of anomalies.~~
> 11. ~~Perform daily system backups with secure offsite storage.~~
> 12. ~~Support the daily creation of a reporting database~~
> 13. ~~Ensure that any routine network hardware or software upgrade activities will not be performed within HEALTH's business hours Monday – Friday, 8:00 AM until 4:30 PM EST without written pre-approval by the state Project Officer or designated alternate.~~
> 14. ~~Written notice should be provided to the state Project Officer or designated alternate for routine network hardware or software upgrade activities performed outside of the business hours stated above.~~

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15. Provide notification to the State Project Officer or their designee with notice and updates on any disruption of service to STD*MIS, planned or unplanned. Service disruption communications will also include problem assessments, updates regarding problem resolution, and service restoration expectations.
16. Utilize a formal change request process to manage changes to ASP and state environments.
17. Utilize application configuration management and version control.
18. Document and maintain unique ASP system requirements, specifications, design details, and technical support processes.
19. Arrange for regularly scheduled (bi-weekly) meetings with RI-NEDSS staff to review open issues, new work, status of ongoing work etc.
20. Create and provide to the State contact at a minimum, the status of open issues, recently closed issues, deliverables, and any perceived issues. This report must be submitted within 14 days of the end of the previous month.
21. Provide a Service Level Target (SLT) of 99.5 percent for operations of ASP infrastructure. "Infrastructure" is defined as the ASP network, hardware, and operating systems (see attached SLT definition).
22. Provide security certificate procurement and management as related to the STS*MIS hosting solution for SSL traffic, encrypted payloads, server to server certificate authentication.
23. Provide network support services such as DNS administration, firewall administration, private VLAN, and managed WAN connection
24. Provide and account for a plan for disaster management and data recovery.
25. Provide ASP data center hardware and software procurement, asset & license management, and service contract management.
26. Migration of STDMIS 5.1 into NEDSS (after upgrade of NBS to version 4.5)

TO: Migration support for STD*MIS 5.1 and migration into the RI-NBS Environment (Page 8-9)
1. As directed, collaborate with RI STD*MIS vendor to assist in the planning, definition, and execution of a process to test the transfer and balancing of data from the RI STD*MIS 5.1 environment to the RI-NBS 4.5 test environment.
2. As directed, coordinate with RI STD*MIS vendor to transfer data from the RI STD*MIS 5.1 staging environment to the RI-NBS 4.5 production environment.

Change 4 FROM: Deliverables for the NBS include but are not limited to (p. 9):
1. Adoption of an Advantage solution to allow for production use of the STD*MIS 5.1 environment.

TO: Deliverables for the NBS include but are not limited to (p.9):
1. Successful documentation of the transfer and balancing of data from the RI STD*MIS 5.1 environment to the RI-NBS 4.5 test environment.
2. Successful and 100% accuracy of the migration of RI STD*MIS data into the RI-NBS 4.5 production environment

Within Section 4: Technical Proposal:

Change 5: Item 3.E in the Work Plan has been removed as it no longer applies to the Scope of Work (page 12).
e. Integration of STD*MIS ELR reporting with NBS Integration engine (Rhapsody)

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